INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST	2. AGENCY	3a. POSITION NO.
KAMPALA, UGANDA	USAID **65806482I**	

3b. SUBJECT TO IDENTICAL POSITIONS? ☐ Yes ☐ No

Agencies may show the number of such positions authorized and/or established:

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4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

Position No.: _____ Title: _____ Series: _____ Grade: _____

☐ b. New Position

☐ c. Other (explain):

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5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date *(mm-dd-yy)*
a. Post Classification Authority:	**Comp. Management Assistant, FSN-1805**	FSN-9		
b. Other:				
c. Proposed by Initiating Office:				

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6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
Computer Security Analyst	Vacant

8. OFFICE/SECTION:	USAID/Uganda	a. First Subdivision:	Executive Office
b. Second Subdivision:	Information Systems Division	c. Third Subdivision:	N/A

APPROVALS AND SIGNATURES SECTION

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
Typed Name and Signature of EMPLOYEE — Date (mm-dd-yy)	Typed Name and Signature of SUPERVISOR — Date (mm-dd-yy)
11. This is a complete and accurate description of the duties and responsibilities of this position. **There is a valid management need for this position.**	**12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.**
Typed Name and Signature of SECTION CHIEF or AGENCY HEAD — Date (mm-dd-yy)	Typed Name and Signature of Human Resources Officer — Date (mm-dd-yy)

13. BASIC FUNCTION OF POSITION

This position entails responsibility for providing computer support services to USAID/Uganda staff. Located in the Information Systems Division (ISD) of the Executive Office, USAID/Uganda, its primary purpose is to provide information technology support services to the Mission staff. The incumbent reports to the Systems Manager under the overall supervision of the Supervisory Executive Officer.

The ISD is responsible for day-to-day operations, installation, modification and maintenance of the Mission's local area network (LAN) system and for providing support to users and other related duties. Specifically, the division manages Mission Servers in two different locations (Remote Office and South Wing at the Chancery) with over 180 Desktops, 20 Data Switches, CISCO Routers, Remote Leased Line Connections, and VSAT Equipment. The ISD performs LAN/WAN Management, MS Windows 2003 & 2008 Server Management, Computer Helpdesk management, Information Security Management including data backups, Voice Communication (satellite phones, cell phones & IPhones), Video or power point equipment & Public Address system management and training users on the Mission's Information Security Policies. The ISD also administers the Mission's computer system by providing optimal use of existing and new computer technology resources through a local area network (LAN) system.

14. MAJOR DUTIES AND RESPONSIBILITIES   % OF TIME

1. Management of Computer Help Desk – 50%

• Must make sure all workstations are in good working condition and configured according to the CIO standards.
• Install any available additional programs needed by specific users.
• Provide application assistance to users that need help in different Microsoft Office packages and other programs.
• Support users who call for help when their PCs or Printers are not functioning well.
• Advise users on simple troubleshooting steps.
• Should rectify any problems reported by users and refer major ones to the Systems Manager.
• Install, configure and upgrade new equipment to CIO standards before being issued to users.
• Replace older equipment with new ones when need arises.
• Record the relocation of equipment from the ADP store and keep an up-to-date inventory.
• Take faulty equipment for repair to the vendor and make follow ups or pickups when rectified.
• Must make sure laptops are in good working condition when checked out to users and have software programs installed.
• Configure new laptops and ensure that users are familiar with the usage and provide additional assistance to new laptop
. Configure IPhones and IPADs plus train users on how to use them, including making them aware of the terms and conditions while in possession of these devices.

2. Communication - 20%
• Responsible for configuring and deploying all the WAN equipment (Routers, Switches, Datacryptors etc) as instructed by CIO Washington and continuously monitoring their performance.
• Maintain remote data links (ISDN, ADSL, Leased lines, VSAT) both in all office locations and at the residences at first level support.
• Responsible for the Cell phone and IPhone issuance and keeps an up-to-date inventory.
• Set-up the PA system for meetings and functions as the need arises.
• Make sure the PA system is in good working condition, stored and handled properly.
• Responsible for setting up for presentations i.e. VTC and/or Power Point equipment

3. Data Management – 15%

Ensure that USAID/Uganda Users are supported in regards to the Mission's Information system requirements. The incumbent must check the LAN and make sure the link is up and that only authorized users can access the main domain. He/she will troubleshoot and rectify network disconnections, referring critical cases to the Systems Manager.
• Make sure the Mission's information is secure, available and does not lose its integrity at any time.
• Ensure that sufficient data backup is carried out Daily and Monthly.
• Ensure that restoration of data is done in a timely manner whenever it's required and that the backed-up data is properly stored, tapes labeled and available when needed.
• Keep and update the movement of backup tapes from different locations in the log books monthly.

4. Servers Management – 10%

• Windows 2003 server administration, installation, configuration and troubleshooting.
• Grant routine network user access and TDYs to temporary network user access as required in Agency policies.
• Terminate and/or deactivate user passwords and IDs in a timely manner when no longer needed.
• Properly document and maintain a file for the justification and authorization for granting users remote access.
• Properly monitor remote access logs, security logs and event logs and report abnormal activities to Systems Manager for further investigations.
• Maintain records of the monthly audit trail reviews and ensure that security violations are monitored as required and reported.
• Review access authorizations to determine if individual access rights are still required, and adhere to procedures to deactivate or terminate user IDs and passwords of departed employees in a timely manner.
• Manage IT resources like printers, scanners, and cameras.
• Maintain and update USAID'S different Databases;
• Perform the daily monitoring of servers, the virus software and virus logs to ensure that no problems are going unseen and work on the deployment of Security Patches on all servers and workstations;
• Perform deployment of USAID software like ASIST, eFORMS, WinTA, WebILMS, E-2, and i-services
• Perform any other duties delegated by the supervisor.

5. Other Duties - 5%

• Ensure all automated information systems under their cognizance are operated, on a day-to-day basis, in compliance with the Agency's information systems security policy and guidelines as promulgated in the ADS handbook.
• Coordinate with the system staff implementation of information systems security standards for automated information systems.
• Provide the site Information Systems Security Officer (ISSO) with technical support and expertise in the implementation of Agency information systems security policies.
• Maintain an inventory of all hardware, operating system software, application software, peripheral devices and communication links that are part of the system(s) within their purview, and reporting all incidents of lost or stolen equipment to the appropriate security office.
• Disseminate the Agency system security policies, procedures and guidelines to all users of the system under their purview. Abide by Agency information system security policies and guidelines as promulgated in the ADS handbook.
• Report system or application irregularities or suspected security violations to the Program Manager, Mission Director/Representative, site ISSO, or System Manager/Administrator.
• Work with Systems Manager to offer IT consultation services to the Program Areas for their various program/projects which may include the ADS 548 process, and field assessments for IT requirements.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education: Bachelor of Science in Computer Science, Information Systems, or Electronics Engineering is required. Advanced computer science or information system degree would be an added advantage. Possession of CISCO industry certifications and experience with CISCO equipment is mandatory.

b. Prior Work Experience: Minimum four years working in a recognized Computer department. Familiarity with the Computer Help Desk functions and Information systems security practices is highly required.

c. Post Entry Training: Training will include training in use of equipment at post, self-study in the use of AID approved software, and familiarization with Mission and AID/W software packages.

d. Language Proficiency (List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level IV English ability. Fluent English (written and spoken) is required.

e. Job Knowledge: Good knowledge of systems analysis and design techniques, computer equipment and software capabilities/limitations, Departmental ADP policies, standard business work processes and management principles, fact-finding techniques, programming techniques.

f. Skills and Abilities: Incumbent must possess skills in maintaining operational capability and reliability of computer systems. Must be able to maintain good interpersonal relations with ability to explain computer and IT concepts to staff who are technically not familiar with systems in the USAID environment: Google Apps, E2, GLAAS etc. Must have ability to effectively manage, operate, repair and maintain the PC LAN and hardware, software applications. Should be familiar with MS DOS, MS Windows 2003/2008 server environments, and Google Apps for messaging and application

usage. Must have ability to work with IPADs, IPhones & Satellite phones. Must have ability to work outside regular office hours including weekends.

16. POSITION ELEMENTS

a. Supervision Received: Reports directly to the Data Management (ISD) Systems Manager. The incumbent is expected to virtually work independently with minimum direct supervision.

b. Supervision Exercised: Continuing supervision of USAID/Uganda staff is not contemplated. However, the incumbent shall supervise local contractors while carrying out preventive maintenance exercises on Mission Computer equipment and peripherals.

c. Available Guidelines: Available technical guidelines include established office routine, Automated Directives System (ADS), LAN manuals, Mission Orders, Contracting guidelines, Position Description, Mission strategies, USAID Mandatory and Standard Provisions, the FAR, AIDAR, and other published and unpublished guidelines. Guidelines are often general in nature and not specific to the situation at hand, requiring considerable interpretation.

d. Exercise of Judgment: Must exercise a high level of professional judgment in determining and implementing the best approach to problem-solving and recommending best options.

e. Authority to Make Commitments: None. However, that incumbent is responsible for making administrative arrangements consistent with ADS guidance and Mission policy. The incumbent takes action and establishes priorities based on available guidelines and professional judgment. Guidance is sought when needed, and the supervisor informed of activity and project status.

f. Nature, Level, and Purpose of Contacts: Shall work as an internal consultation to various levels of staff in the Mission and also make contacts with hardware and software vendors as necessary in determining hardware and software maintenance and repair requirements.

g. Time Expected to Reach Full Performance Level: One year.